Position #
IS Business Automation - Specialist
IT Coordination Section

Position Summary

This senior level position works under general supervision of the Section Chief in the Bureau of Program Management and IT Coordination. However, frequent interaction and work assignments will occur from Division management, Bureau of Workforce Training program staff, Bureau of Job Service program staff, the DWD Secretary's Office, and partner agency management and staff. This position has the primary responsibility for establishing, analyzing, and managing the Division of Employment & Training's data warehouse and preparing/submitting WIA, Wagner Peyser, and American Recovery and Reinvestment Act of 2009 (ARRA) reports to the US Department of Labor (DOL). This position is responsible for developing and maintaining an effective process by which the division can easily analyze and update, modify, and/or create reports from a data warehouse as necessary for division and department management and partner agencies administering WIA Title 1 and Title 3. Work assignments are difficult and complex. The incumbent interacts with division managers and other department managers and staff in the completion of assigned duties.

This position provides expert consultation and guidance to Division managers and BITS computer programmers for the design and implementation of the Division's business information reporting systems. In addition, the incumbent provides business automation and enterprise reporting solutions for the Division program support staff, financial specialists and local agency staff. These solutions are primarily developed using Microsoft Office products or Business Objects/Webi deployed through the DWD local and enterprise network.

By independent development of complex database queries, this position provides testing, debugging and verification of reports published in Webi and by BITS. In addition, this position is a Division resource for the collection and dissemination of data to Federal and State agencies as well as the public. The incumbent will provide end user support for production reports and program data guidance to management for decision making. The performance results, quantitative analyses and evaluation outcomes produced by this position are often the sole basis upon which federal, state and local agency policy makers evaluate the effects of potential and actual program policy changes on the economic well-being of job seekers and others looking to enhance employment opportunities, including such questions as equity in service delivery and effectiveness of program requirements.

This position possesses critical knowledge of the federal program evaluation and performance requirements for Workforce Investment Act, Wagner Peyser, Dislocated Workers, Trade Adjustment Act, Veterans, and Work Opportunity Tax Credit programs. This includes the monthly, quarterly, and annual report submissions processes to the US Department of Labor and Office of Management & Budget. In addition, this position is responsible for the weekly and monthly data extractions from the division's automated systems loaded into the data warehouse utilized by the division to support department, division, and local agency program reporting. The incumbent is expected to document, track and report on the progress of computer based reporting solutions; to write effective user report manuals; provide user training and provide help desk support for the Division's data warehouse applications.

Goals and Worker Activities

55% **A. Analyze business area reporting requirements and design and build automated solutions using Business Objects and Webi or other appropriate software for department management and program staff.**

A1. Submit the monthly, quarterly, and annual WIA Title 1 and Title 3 participant and program performance reports to the US Department of Labor

A2. Prepare and present the business case for enhancements to the division's data warehouse and other automated reporting processes.

A3. Provide consultation and guidance on reporting capabilities to lead program and policy analysts responsible for the business operation of the US DOL programs administered by the division.

A4. Research, develop and test proposed changes/ enhancements to Webi reports and other reports processes maintained by BITS.

A5. Participate in the initial testing and evaluation of upgrades to the Business Objects software.

A6. Evaluate and document in Team Foundation Server errors found during User Acceptance Testing or reported by users of the division's production reporting systems.

A7. Validate and/or modify statistical evaluation of program services and prepare written reports and other documentation to explain and clarify evaluation efforts for modifications to local agency service delivery models because of special grants awarded to local agencies.

A8. Provide training to Division and partner agency staff on how to effectively access and use Webi and other business report programs.

A9. Develop training curriculum, user guides, and provide technical assistance to state and local agency staff on the various reporting applications owned by the Division of Employment & Training.

25% **B. Design, plan and implement IT reporting projects. Provide Webi and other analytical reports and special analyses in key areas of management concern related to the operation of the division's programs.**

B1. Consult with management and program staff to precisely define business reporting requirements.

B2. Apply analysis and design techniques to develop reporting applications that support administration of the division's programs in central office and local agency offices.

B3. Provide consultation and guidance to Bureau, Division and Department managers, other state agencies and major users of Workforce Investment Act data about results of program evaluations.

B4. Respond to high priority WIA related program data requests and information requests from the DWD Secretary's Office, the Legislative Fiscal Bureau, the Legislative Audit Bureau,

and other key areas within the department or other areas of state government.

B5. Develop and maintain comprehensive knowledge of the WIA programs and the need for program data, information analysis, and the capacity of system applications to capture data, data warehouses and other data sources to address these needs.

B6. Provide technical assistance to division managers, staff, and partner agencies on how to effectively access and use WIA and other related program data available in the data warehouse.

15% **C. Analyze US DOL Training & Employment Guidance Letters (TEGL) to determine impact on the division's federal reporting applications and processes.**

C1. Consult with administrative staff, program planning analysts and systems analysts when analyzing federal regulations and policies to clearly establish new reporting requirements.

C2. Analyze the impact of new federal reporting requirements on the division's automated systems and report processes.

C3. Consult with DOL for clarification of WIA Title 1 and Title 3 federal regulations and policies of the Workforce Investment Act (WIA) when required.

C4. Provide expert consultation and guidance to Information Technology Specialists and IT staff responsible for the operation and development of the WIA Title 1 and Title 3 reporting systems.

5% **D. Miscellaneous Duties**

D1. Represent Division management at meetings, as assigned or as backup, and assume responsibility for reporting assignments that may be made by Department or Division management.

D2. Maintain level of expertise in the field of Department of Labor Programs and information technology by reading books, periodicals, and other documents.

D3. Attend training sessions and workshops to increase knowledge in geographic information systems, database design software and statistical software as necessary.

D4. Keep apprised of the current administrative trends related to federal reporting, DOL program issues and policies.

Knowledge, Skills and Abilities

- Extensive knowledge of the Department of Labor programs administered by the Division including program performance and service delivery of those programs at the local level.

- Knowledge of program planning and program evaluation techniques.

- Skill in using and interpreting federal laws and regulations and their impact on division systems and report processes.

- Knowledge of computerized data processing, systems analysis and design techniques, report generation and hardware/software capabilities.

- Knowledge of and skill in using business analysis methods, data analysis and management reporting techniques.

- Ability to communicate complex reporting concepts and principles to non-technical staff, managers and other interested parties.

- Ability to communicate and document users and staff's concerns regarding system enhancements to the division's reporting systems and processes.

- Knowledge of micro-computer software such as Microsoft Word, Excel, Access and PowerPoint used for office automation, data processing and reporting.

- Extensive knowledge of Crystal Reports, Excel, MS Access, and Business Objects to permit evaluation of ASSET and JCW data.

- Knowledge of SQL database language and SQL database design.

- Considerable knowledge and/or experience in Business Objects/Webi reports design and publication.

- Knowledge of internet security methods including secured sockets layer (SSL), data encryption, fire-walls, passwords and computer virus protection.

- Knowledge of the capabilities and limitations of desktop microcomputers, SQL database servers and local area networks.

- Ability to develop and maintain effective working relationships with management and professional IT staff within and outside the Division.

- Excellent oral and written communication skills.